

ABSTRACT OF THE INVENTION

An apparatus and method for providing user interaction functionality in connection with providing call services (e.g., toll-free calls, 900 calls, calling card calls, etc.) in an intelligent network, especially, but not necessarily only, an advanced intelligent network. More specifically, an apparatus is provided in association with a given service control point (that offers a given call service). According to the present invention, user information needed to set up or otherwise provide the call service (e.g., a calling card number) is collected and, if needed, feedback is provided to the user. In particular, the feedback is customized with respect to a particular user (e.g., using language and/or dialect corresponding to a geographic location of the user). Collecting user information can include speech recognition, including speech recognition across multiple languages and synonymous terms. The present invention may be embodied, for example, in a computer system that processes input information and outputs information to the user. The system may include a signaling interface unit for communicating with the intelligent network. The system is connected to a service switching point and may additionally be connected to a service connection point. The nodal connections are made on an out-of-band signaling network, such as a Signaling System 7 network.